



Technology Manager Frequently Asked Questions

Contents

Roles..... 1

Setting up an Administrator..... 2

Password Management..... 2

System IDs 4

Managing Desktop Originator® (DO®) Sponsorship Requests..... 4

Roles

Q1. Who can use Technology Manager?

All Fannie Mae customers in all customer segments can use Technology Manager. An individual can either have access as an end user or as an Administrator. There are two types of Administrators – Corporate Administrators (CA) and User Administrators (UA) – each have a different type of access

Q2. What is a Corporate Administrator (CA)?

Corporate Administrators have the authority to manage all access to Fannie Mae technology for your company, including activating and configuring applications, managing user access, and managing lender-broker relationships, if applicable. Additionally, Corporate Administrators have the ability to reset passwords. This role is available to Fannie Mae seller/servicers.

Individuals designated as Corporate Administrators have the ability to legally bind your company by signing and submitting requests and terms and conditions for technology applications until Fannie Mae receives a signed Technology Manager Administrator Registration Request directing that their status as a Corporate Administrator be terminated. Corporate Administrators will be the recipients of Bulletins to your company's Software Subscription Agreement with Fannie Mae.

Q3. What is a User Administrator (UA)?

User Administrators have the ability to set up and manage user profiles, passwords, and access to Fannie Mae technology applications.

Q4. What is an End User?

End users (also referred to as External Technology Users) have access to Fannie Mae technology applications and can manage their own profiles in Technology Manager, but they are not administrators. Depending on the organization's password management settings, end users may also be able to change their own passwords.



Setting up an Administrator

Q5. What is the process to register a Corporate Administrator or User Administrator?

An authorized representative from your company must complete and submit the online form at this [link](#) to designate a Corporate Administrator or User Administrator. Instructions on using this form can be found on the [Fannie Mae website](#).

Q6. What is a 5-digit Seller/Servicer Number?

The 5-digit Seller/Servicer Number is the first 5 digits of the 9-digit Seller/Servicer number or your 9-digit Non-Seller/Servicer Number.

Q7. What is a User Group and a User Group ID?

A User Group ID is a system-generated 6-digit, alphanumeric identifier (Example, a12x4g). It is sometimes referred to as “Subscriber ID.” This number is different than the Seller/Servicer Number. It is easy to identify because the first five digits of any User ID are also the first five digits of the User Group ID.

User Groups are utilized to organize users for the purpose of user administration. A Corporate Administrator can use Technology Manager to provision a user group, but as a best practice we do not recommend creating specific user groups.

Password Management

Q8. As a Corporate Administrator, how can I allow my users to reset their own password?

- As a Corporate Administrator, you can change the administrator-managed setting by going to the Corporate Administrator Home Page. Then select the organization (“My Company” drop-down) that you wish to edit. In “Company” section, click the Edit Company Configuration link.
- In “Passwords are Managed by Administrator Only” Field select “No” and click **Submit**.
- Go to the User’s Profile and remove the email address from the Password Administrator Email field. Fannie Mae can assist with a bulk change to clear this field for many users at one time. Contact your Technology Delivery Manager for assistance.
- After the configuration is changed to self-serve, your users will be able to reset their password [here](#).
- NOTE: Any user who has a public email domain (i.e., Gmail, yahoo, etc.) in their user profile will not be able to perform a self-serve password reset. The company’s administrator will need to reset their password.



Q9. I'm an Administrator trying to reset a password and the Reset button is not enabled. What can I do?

The Administrator will be unable to reset a user's password if the user did not set their security question, and then got locked out. The user cannot go in and set the security question until the password is reset.

Call 1-800-2FANNIE (232-6643), (select 1 three times) to get the password reset and then notify the end user to set their security question.

Q10. How do I know who can reset my password?

From within Technology Manager, go to *Update My Info* section and *Edit My Profile*. In the *Password Administrator Information* portion of the screen, look at the setting for *Password is Managed by Administrator Only*.

- If this is set to **Yes**, then your organization has chosen an internal Administrator to manage user's passwords for a user group or an entire organization. *Only* the Corporate or User Administrator(s) internal to your company will be able to reset your password.
- If this is set to **No**, then the end user can reset their own password AND the Fannie Mae Customer Center or the Corporate or User Administrator can also reset the password.

Note there are a few exceptions even if this setting is No:

- If the email listed in the *User Profile* uses a public email domain (i.e., Gmail, yahoo, etc.), then your administrator must reset that user's password.
- If there is an administrator's email in the *Password Administrator Email* field, then that user's email will be managed by the administrator.

For a user to perform their own password reset, the following parameters must be set:

1. The setting for *Password is Managed by Administrator Only* must be set to **No**.
2. The *User's Email* in the *User Profile* must be a non-public email domain.
3. There must not be an email in the *Password Administrator Email* field in the *User's Profile*.

Q11. What is 90-Day Password Expiration?

As a general rule, all Fannie Mae user IDs automatically lock if the user has not logged into any Fannie Mae technology application for more than 90 days. As an added layer of protection, we also offer a 90-Day Password Expiration option. When activated, this feature requires all users within your company to change their password every 90 days regardless of how frequently the ID is used, which is the best practice.



System IDs

Q12. What is a System ID?

In Technology Manager, a User ID can be set up as a unique system ID, for your systems, jobs and processes (i.e., backend integration for APIs). If it is flagged as a System ID, it does not belong to one user. Once the System ID is established, the password will never expire and the profile is never locked due to inactivity.

Q13. How can I create and manage a System ID?

Fannie Mae will need to assist you in adding a System ID flag to a User ID or in removing that flag to enable you to update the ID profile or change the password. Once an ID is flagged as a System ID you will not be able to make changes to that ID profile or reset the password. Contact your TDM to request this change, or you can also contact 1-800-2FANNIE (232-6643) and submit your request on your company's letterhead. More detailed instructions can be found in the Technology Manager [Job Aid](#) for System IDs

Managing Desktop Originator® (DO®) Sponsorship Requests

Q14. Why is my company's institution ID not listed when I attempt to approve a new DO Sponsorship request?

The list of available company institutions only includes institutions for which relationships do not currently exist. If the relationship already exists, it will be shown in the current relationship tab at the bottom of the Select Institution screen. To remove the duplicate request (if the relationship already exists), click on the 'Cancel' option to go to the previous 'Manage Originator Sponsorships' screen. Select the duplicate request and click on the 'Remove' option below the Request Summary screen. The duplicate request will be removed from the queue.

Q15. If I remove or deny a sponsorship request because the mortgage originator already has a sponsorship with me, will that remove the current relationship that exists?

No, denying a current request will not affect the existing relationship.

For further assistance, consult the Technology Manager Job Aids and other information provided at fanniemae.com/singlefamily/technology-manager or call the Technology Service Center at 1-800-2FANNIE (232-6643) (select 1 three times)..